

PATENT



IBM/201
Confirmation No. 1374

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Technology Center 2100

Applicant: Joseph Philip Bigus et al. Art Unit: 2185
Serial No.: 10/021,203 Examiner: Unknown
Filed: October 30, 2001 Atty. Docket No.: IBM/201
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING
INTELLIGENT AGENTS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, DC 20231

Sir:

In accordance with Applicants' duty of disclosure under the provisions of 37 C.F.R. § 1.56, the references listed on the enclosed Form PTO-1449 are brought to the attention of the Examiner. Copies of the references are also enclosed.

This application is related to the following U.S. applications:

<u>Serial No.</u>	<u>Filing Date</u>	<u>Status</u>
08/821,935	March 21, 1997	pending
08/822,993	March 21, 1997	abandoned
09/100,595	June 19, 1998	pending
09/431,833	November 2, 1999	pending

Copies of U.S. Serial Nos. 08/821,935 and 08/822,993 are enclosed herewith.

No representation is made that any of the references are "prior art" within the meaning of 35 U.S.C. § 102 or § 103. Moreover, any explanations herein are not to be taken as a representation that the references have been thoroughly reviewed. In particular, no representation as to the relative relevance of any portion of a reference is intended.

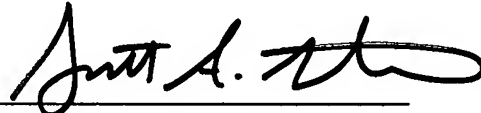
Consideration of the references and the remarks presented herein in the above-identified application is respectfully requested. This Statement is being filed prior to receipt of a first Office Action on the merits of this case, and consequently, no fee is believed to be due.

If there are any questions regarding this paper, or which might otherwise further this case onto allowance, please contact the undersigned at (513) 241-2324. Moreover, if any other charges or credits are necessary to complete this communication, please apply them to Deposit Account 23-3000.

Respectfully submitted,

19 FEB 2002

Date



Scott A. Stinebruner

Reg. No. 38,323

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